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Designer User's Guide

[Send Email Block](#)

Contents

- 1 Using this block
- 2 Message tab settings
- 3 Results tab settings



- Administrator

This block enables Designer to send an email that an agent created in advance.

Related documentation:

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Using this block

The **Send Email** block is used in Digital type applications to send an email to a customer.

A few things to note:

- This block only *sends* an email that was created by an agent in advance. You cannot use this block to compose a message or specify recipients. (For creating and sending *new* emails to customers, see the Automated Message block.)
- You can specify an optional **From** address, if you want the email to display a different **From** address than the one used in the agent's email.

When Designer processes this block, a new application session is created to process and send the email. If the queue holding the agent's email is associated with a Designer application, the email is sent when that Designer application runs.

Message tab settings

Properties - Send Email



This block is used to send an email.



Message

Results

Specify (optional) From address

-- choose variable --

-- choose variable --

varEmailResult

varFromAddress



This setting is optional. If you want to display a different **From** address than the one used in the agent's email, use this setting to select the variable containing the **From** address to be used.

Results tab settings

Properties - Send Email



This block is used to send an email.



Message

Results

Store the outcome of the Email operation in this variable

varEmailResult



The format of the outcome variable will be an object with the contents:

- <var>.success = true | false
- <var>.error = 'Timeout' (optional property)

Specify the variable in which to store the results of the send email operation.